

The **Carlsbad Police Department** wants to provide the best possible service to the Community of Carlsbad. To help us help you, please use the information provided in this brochure.

There are *two ways* to call for police service.

Emergencies

1) 9-1-1 for emergencies

- Life threatening situations
- Medical emergencies
- Crimes in progress
- Fire

When you dial **9-1-1**, a special computer screen shows the police operator your address and phone number. Listen to the police operator carefully. Answer all the operator's questions. Remain on the phone until the police operator tells you to hang up.

If you cannot speak or cannot stay with the phone, leave the phone line open. The police operator will send someone to help you. ***Remember, it is best to tell the operator what the emergency is so they can immediately help you.***



Keep in mind the operators have been specially trained to handle these situations. Let them help you.

Non-Emergencies

2) 931-2197 for non-emergencies

- Crime that occurred earlier
- Suspicious activity
- General police questions

Even though these phone calls go to the same police operators as the 9-1-1 calls, when you use this phone number the operator considers it not an emergency or life threatening. ***If it is an emergency, tell the operator immediately.***

Further, unlike 9-1-1, there is no computer screen that shows the operator your phone number and address.

Work with the operator and answer all their questions. As the police operators are trying to do many things and help many people at once, you may be put on hold. Be patient and the operator will retrieve all the necessary information as quickly as possible.



What to remember when calling the police department for assistance



Be clear and concise about *why* you are calling the police department.

- What is the problem?
 - Crime in progress?
 - Accident?
 - Disturbance?
 - Suspicious activity?
- How can we help?
 - Send an officer?
 - Need a medic?
 - Check the welfare?

2) Have your facts written down and easily available to you.

- License plate number
- Exact address
- Direction of travel
- Person's description
- Dates and time, etc.

The more clear and concise you can be when relaying the problem, the better service we can provide.

If it is suspicious activity, draw attention to the threat. Tell the operator what crime you think will occur from the suspicious activity?

Examples of Suspicious Activity are:

- A suspicious person is looking into vehicles, they may burglarize one.
- A group of young people is causing a disturbance.
- It sounds as though someone is walking around outside my house.
- I hear glass breaking and my neighbors are on vacation. Someone might be burglarizing their house.
- Everyday at 2 pm a suspicious person in a vehicle sits in my neighborhood and looks at houses. I think he is looking for a house to burglarize.
- A car that does not belong in my neighborhood has been sitting outside my house. I think it might be stolen.

Clearly ask for what you want

- If you want the police to send an officer to handle a situation, say so.
- If you want the officer to talk to you when they have handled the situation, say so.
- If you **do not** want the officer to talk to you after they have handled the situation, say so.
- If you want to know the estimated time of arrival for the officer, ask.

Other Important Police Department Phone Numbers

General Police	931-2100
Crime Statistic Hotline	931-2201
Police Patrol Commander	931-2115
Crime Prevention Unit	931-2105
Detective Division	931-2145
Records Division	931-2119
Senior Patrol	931-2214

This information is provided
as a courtesy of
Carlsbad Police Department's
Crime Prevention Unit
2560 Orion Way
Carlsbad CA 92008
www.carlsbadca.gov

How To Call The Carlsbad Police Department And What To Say

